INDEAVOR

Optimizing Government Operations with Modern Workforce Management

Case Study

OVERVIEW

This large government agency with over 8,000 employees, 30+ locations, 15 different union groups, and hundreds of scheduling, leave management, and time attendance policies to keep track of - was still operating on a paper practices system.

8,000+ | North America | Government

THE CHALLENGE

With so many people and various inputs, and still operating on paper, this large government agency needed to implement an agency-wide workforce management solution that could handle its unique complexities.

Each agency department's scheduling and leave management process allowed for a flexible workplace within each scheduling unit, yet it lacked key organizational principles for engaging and empowering employees.

HOW INDEAVOR HELPED

Certification Compliance and Enforcement

With Indeavor, this large government agency was able to keep track and enforce certification needs to stay compliant. Staff now spend less time on manual tracking and more time on mission-critical work. Since the Indeavor's solution was implemented, the agency has not received a single fine.

Decreased Overtime Hours

Utilizing Indeavor, the time approval process from paper to electronic enforced workflows that reduced overtime. Now, employees can volunteer for overtime using a kiosk or on their own mobile device. This information is then automatically compiled and sorted accurately. This greatly eliminated 'bypass' grievances as well as unnecessary overtime.

Standardization and Transparency

Indeavor's scheduling solution is consistent over the organization's various locations, providing a standardized way to view schedules and understand variances. Now, time approvals are standardized by implementing roles and controls at each facility through Indeavor's technology. Additionally, the ability for the solution to utilize business intelligence analytics, real-time reports, and data makes information quickly available to all, providing full transparency.

RESULTS

100%

Reduction in compliance fines

98%

Decrease in grievances

$13,129,700

In annual savings